Performance Improvement Index—1998

Analysis
- Is Your Consultant Competent? - Phil Friedlander - 9/98
- Keep Your Analysis to Yourself - Timm J. Esque - 1/98
- A Qualitative Method of Assessment and Analysis for Changing the Organizational Culture - Peter J. Dean - 2/98
- Quantifying the Gap: Realizing the Value of Exemplary Performance - Ann W. Parkman, Paul Staples, Ph.D., and Nancy J. Haines - 7&8/98
- Training Situation Analysis: Conducting a Needs Analysis for Teams and New Systems - Jay Dell, John Fox, and Ralph Malcolm - 3/98

Assessment
- The Dreaded Performance Audit: Did It Scare You Away? - Randolph I. James - 7&8/98
- Needs Assessment—A Digest, Review, and Comparison of Needs Assessment Literature - Ryan Watkins, Ph.D., Douglas Leigh, William Platt, Ph.D., and Roger Kaufman, Ph.D. - 9/98
- Nine Strategies for Growing into Kirkpatrick's Model - Kathleen M. Wilburn and H. Ralph Wilburn - 10/98
- A Qualitative Method of Assessment and Analysis for Changing the Organizational Culture - Peter J. Dean - 2/98

Book Reviews
- The Art and Science of 360° Feedback - Richard Lepsinger and Antoinette D. Lucia - Reviewed by Edwina R. Haring - 1/98
- Criterion-Referenced Test Development: Technical and Legal Guidelines for Corporate Training - Sharon A. Shrock and William C.C. Coscarelli - Reviewed by Daron Sandbergh - 10/98
- Intellectual Capital: The New Wealth of Organizations - Thomas Stewart - Reviewed by Clare Ruckdeschel - 9/98
- Learning as a Way of Being - Peter B. Vaill - Reviewed by Challey Byrnes - 4/98
- The Mager Six-Pack - Bob Mager - Reviewed by Gregory Ash - 2/98
- Managing Performance Improvement Projects - Jim Fuller - Reviewed by James A. Gottlieb - 4/98
- The Performance Consultant's Fieldbook - Judith Hale - Reviewed by David Chapman - 10/98
- Performance Improvement Pathfinders: Models for Organizational Learning Systems - Peter J. Dean, Ph.D. and David E. Ripley - Reviewed by Lori Gillespie - 3/98
- The Project Manager's Partner: A Step-by-Step Guide to Project Management - Michael Greer - Reviewed by Eileen Dormuth - 3/98
- Powerful Principles of Instruction - Stephen L. Yelon - Reviewed by Tasha Zurick - 9/98
- A Review of Tom Gilbert's 20th Anniversary Tribute Edition—*Human Competence: Engineering Worthy Performance* - Bud Benscoter - 7&8/98
- Scenario Educational Software: Design and Development of Discovery Learning - Mark Keegan - Reviewed by David O. Olson - 11&12/98
- Survey of Instructional Development Models, Third Edition - Kent L. Gustafson and Robert Maribe Branch - Reviewed by Shannon A. Alpert - 5&6/98

Case Studies
- Calculating the Return on Investment in Training: A Critical Analysis and a Case Study - Harold D. Stolovitch and Jean Gabriel Maurice - 10/98

Certification
- The Certification Bandwagon: Know Where You're Headed Before Jumping On - Susan B. Barksdale and Teri B. Lund - 11&12/98
- The Certification Suite: A Classification System for Certification Tests - William Coscarelli, David G. Robins, Sharon Shrock, and Patti Herbst - 9/98

Change Management
- How to Implement Organizational Change that Produces Results - Pierre Mourier - 9/98
- Implications for Conscious Restructuring - Esther Safir Powers, Ph.D. - 11&12/98

Communication
- Eight Steps to Better Reports - Jane Ranshaw - 10/98
- Integrating Communication to Improve Performance - Diane M. Gayeski, Ph.D. - 9/98
- What Is Your Write Type? - Jane Ranshaw - 11&12/98

Competencies
- An Introduction to Competency Analysis and Modeling - Anne F. Marrelli - 5&6/98

Competition
- Metalogue Three—On Competition - Timm Esque - 9/98

Computer-Based Training
- Measuring Interactivity - Jeffrey R. Stouppe - 11&12/98

Consulting Practices
- Is Your Consultant Competent? - Phil Friedlander - 9/98
- The Performance Consultant's Fieldbook - Judith Hale - Reviewed by David Chapman - 10/98

Customer Service
- Keep Customers Coming Back: A Model and Job Aid for Creating Loyal Customers - Bob Cicerone - 7&8/98

Distance Education
- Thoughts on Distance Learning—An Interview with Alan Chute - Hal D. Christensen and Barbara Cowley-Durst - 11&12/98

Education
- Scenario Educational Software: Design and Development of Discovery Learning - Mark Keegan - Reviewed by David O. Olson - 11&12/98

Performance Improvement Index—1998

Analysis
- Is Your Consultant Competent? - Phil Friedlander - 9/98
- Keep Your Analysis to Yourself - Timm J. Esque - 1/98
- A Qualitative Method of Assessment and Analysis for Changing the Organizational Culture - Peter J. Dean - 2/98
- Quantifying the Gap: Realizing the Value of Exemplary Performance - Ann W. Parkman, Paul Staples, Ph.D., and Nancy J. Haines - 7&8/98
- Training Situation Analysis: Conducting a Needs Analysis for Teams and New Systems - Jay Dell, John Fox, and Ralph Malcolm - 3/98

Assessment
- The Dreaded Performance Audit: Did It Scare You Away? - Randolph I. James - 7&8/98
- Needs Assessment—A Digest, Review, and Comparison of Needs Assessment Literature - Ryan Watkins, Ph.D., Douglas Leigh, William Platt, Ph.D., and Roger Kaufman, Ph.D. - 9/98
- Nine Strategies for Growing into Kirkpatrick's Model - Kathleen M. Wilburn and H. Ralph Wilburn - 10/98
- A Qualitative Method of Assessment and Analysis for Changing the Organizational Culture - Peter J. Dean - 2/98

Book Reviews
- The Art and Science of 360° Feedback - Richard Lepsinger and Antoinette D. Lucia - Reviewed by Edwina R. Haring - 1/98
- Criterion-Referenced Test Development: Technical and Legal Guidelines for Corporate Training - Sharon A. Shrock and William C.C. Coscarelli - Reviewed by Daron Sandbergh - 10/98
- Intellectual Capital: The New Wealth of Organizations - Thomas Stewart - Reviewed by Clare Ruckdeschel - 9/98
- Learning as a Way of Being - Peter B. Vaill - Reviewed by Challey Byrnes - 4/98
- The Mager Six-Pack - Bob Mager - Reviewed by Gregory Ash - 2/98
- Managing Performance Improvement Projects - Jim Fuller - Reviewed by James A. Gottlieb - 4/98
- The Performance Consultant's Fieldbook - Judith Hale - Reviewed by David Chapman - 10/98
- Performance Improvement Pathfinders: Models for Organizational Learning Systems - Peter J. Dean, Ph.D. and David E. Ripley - Reviewed by Lori Gillespie - 3/98
- The Project Manager's Partner: A Step-by-Step Guide to Project Management - Michael Greer - Reviewed by Eileen Dormuth - 3/98
- Powerful Principles of Instruction - Stephen L. Yelon - Reviewed by Tasha Zurick - 9/98
- A Review of Tom Gilbert's 20th Anniversary Tribute Edition—*Human Competence: Engineering Worthy Performance* - Bud Benscoter - 7&8/98
- Scenario Educational Software: Design and Development of Discovery Learning - Mark Keegan - Reviewed by David O. Olson - 11&12/98
- Survey of Instructional Development Models, Third Edition - Kent L. Gustafson and Robert Maribe Branch - Reviewed by Shannon A. Alpert - 5&6/98

Case Studies
- Calculating the Return on Investment in Training: A Critical Analysis and a Case Study - Harold D. Stolovitch and Jean Gabriel Maurice - 10/98

Certification
- The Certification Bandwagon: Know Where You're Headed Before Jumping On - Susan B. Barksdale and Teri B. Lund - 11&12/98
- The Certification Suite: A Classification System for Certification Tests - William Coscarelli, David G. Robins, Sharon Shrock, and Patti Herbst - 9/98

Change Management
- How to Implement Organizational Change that Produces Results - Pierre Mourier - 9/98
- Implications for Conscious Restructuring - Esther Safir Powers, Ph.D. - 11&12/98

Communication
- Eight Steps to Better Reports - Jane Ranshaw - 10/98
- Integrating Communication to Improve Performance - Diane M. Gayeski, Ph.D. - 9/98
- What Is Your Write Type? - Jane Ranshaw - 11&12/98

Competencies
- An Introduction to Competency Analysis and Modeling - Anne F. Marrelli - 5&6/98

Competition
- Metalogue Three—On Competition - Timm Esque - 9/98

Computer-Based Training
- Measuring Interactivity - Jeffrey R. Stouppe - 11&12/98

Consulting Practices
- Is Your Consultant Competent? - Phil Friedlander - 9/98
- The Performance Consultant's Fieldbook - Judith Hale - Reviewed by David Chapman - 10/98

Customer Service
- Keep Customers Coming Back: A Model and Job Aid for Creating Loyal Customers - Bob Cicerone - 7&8/98

Distance Education
- Thoughts on Distance Learning—An Interview with Alan Chute - Hal D. Christensen and Barbara Cowley-Durst - 11&12/98

Education
- Scenario Educational Software: Design and Development of Discovery Learning - Mark Keegan - Reviewed by David O. Olson - 11&12/98

- Vision: Accomplishment-Based Content for Public Education - Joe Harless - 7&8/98

Emerging Technologies
- Defending Human Attributes in the Pursuit of Performance-Centered Design - Gary J. Dickelman - 4/98
- Document Management—An Interview with Jim Boyle and Larry Bielawski - Bill Miller - 5&6/98
- Emerging Technology: An Interview with Alexandra J. Rand and Suzanne Biegel - Gloria Gery - 3/98
- Interview with Chris Newell, Executive Director, Lotus Institute - Jenifer Lippincott - 9/98
- Interview with Mike Kendall, Director of Defense Training - James L. Roach - 1/98
- Thoughts on Distance Learning—An Interview with Alan Chute - Hal D. Christensen and Barbara Cowley-Durst - 11&12/98
- The Web: A "Medium" Importance to Training? - Timm J. Esque - 3/98

Evaluation
- The Certification Bandwagon: Know Where You're Headed Before Jumping On - Susan B. Barksdale and Teri B. Lund - 11&12/98
- Evaluation: It's Time to Go Beyond Levels 1, 2, 3, and 4 - Judith Hale - 2/98
- Getting to Parallel: Assessing the Return on Expectations of Training - Daniel McLinden and William M.K. Trochim - 10/98
- New Theory and Measures for Training Evaluation - Mary L. Lanigan - 5&6/98
- Nine Strategies for Growing into Kirkpatrick's Model - Kathleen M. Wilburn and H. Ralph Wilburn - 10/98

Feedback
- The Art and Science of 360° Feedback - Richard Lepsinger and Antoinette D. Lucia - Reviewed by Edwina R. Haring - 1/98

Human Resource Development
- Differential Rates of Employer-Sponsored Job Training by Demographic Characteristics Among Executives, Administrators, and Managers - Marilynn N. Butler - 11&12/98

Improvement
- How to Implement Organizational Change that Produces Results - Pierre Mourier - 9/98

Instructional Design/Development/ Education
- Instant Lessons - Stephen Yelon and Lorinda M. Sheppard - 1/98
- Measuring Interactivity - Jeffrey R. Stouppe - 11&12/98
- Powerful Principles of Instruction - Stephen L. Yelon - Reviewed by Tasha Zurick - 9/98
- Survey of Instructional Development Models, Third Edition - Kent L. Gustafson and Robert Maribe Branch, Reviewed by Shannon A. Alpert - 5&6/98

International/Intercultural Issues
- GlobaLinks Revisited: Cross-Cultural Conditions Affecting HPT - Clare Elizabeth Carey - 2/98

Interpersonal Skills
- Eight Steps to Better Reports - Jane Ranshaw - 10/98
- Is Your Consultant Competent? - Phil Friedlander - 9/98

Intervention, Assessment and Evaluation
- The Certification Bandwagon: Know Where You're Headed Before Jumping On - Susan B. Barksdale and Teri B. Lund - 11&12/98
- The Certification Suite: A Classification System for Certification Tests - William Coscarelli, David G. Robins, Sharon Shrock, and Patti Herbst - 9/98

Job Aids
- Job Aids in the Technology Age - Jim Elsenheimer - 10/98

Leaders/Leadership
- Bridging the Leadership Gap - Eric Hanson and Bruce Court - 1/98

Learning/Learning Process
- Bach, Beethoven, and BeBop Deluxe - Timm Esque - 11&12/98
- The Creative Model - Timm Esque - 5&6/98
- Intellectual Capital: The New Wealth of Organizations - Thomas Stewart - Reviewed by Clare Ruckdeschel - 9/98
- Is Action Learning Useful for Performance Improvement Professionals? - Peter J. Dean - 1/98
- Learning as a Way of Being - Peter B. Vaill - Reviewed by Challey Byrnes - 4/98
- The Learning Model - Timm J. Esque - 4/98

Managers/Management
- Differential Rates of Employer Sponsored Job Training by Demographic Characteristics Among Executives, Administrators, and Managers - Marilynn N. Butler - 11&12/98
- Eleven Techniques to Jump-Start Performance Dialogue - Kathleen M. Wilburn and H. Ralph Wilburn - 1/98
- Managers as Transfer Agents - Paul L. Garavaglia - 3/98
- Managing Performance Improvement Projects - Jim Fuller - Reviewed by James A. Gottlieb - 4/98
- Shifting Human Performance Technology to Management - Stephen B. King - 3/98

Measurement
- Getting to Parallel: Assessing the Return on Expectations of Training - Daniel McLinden and William M.K. Trochim - 10/98

Mentoring
- Mentoring Is Performance Improvement - Margo Murray - 2/98

Motivation
- Motivating Performance: Part 1—Diagnosing and Solving Motivation Problems - Richard E. Clark - 10/98
- Persistance: A Key Factor in Human Performance at Work -Daniel V. Blair and Donna J. Price - 1/98

Multimedia
- How to Implement Organizational Change that Produces Results - Pierre Mourier - 9/98
- Measuring Interactivity - Jeffrey R. Stouppe - 11&12/98

Organizational Development
- Implications for Conscious Restructuring - Esther S. Powers, Ph.D. - 11&12/98

Organizational Management
- Implications for Conscious Restructuring - Esther S. Powers, Ph.D. - 11&12/98
- Integrating Communication to Improve Performance - Diane M. Gayeski, Ph.D. - 9/98

The Performance Technologist

- A Whole New World of Interventions: The Performance Technologist as Integrating Generalist - Cathleen Smith Hutchison and Faith S. Stein - 5&6/98

Performance Technology, Trends in

- Integrating Communication to Improve Performance - Diane M. Gayeski, Ph.D. - 9/98

Performance Technology, Miscellaneous

- Allow Me to Introduce... Thomas F. Gilbert - Peter J. Dean - 7&8/98
- Beyond Instructional Technology Systems: A Performance Technology Degree - Clare Ruckdeschel, Michael Yarter, Mary Ann Riveccio, Ivan Cortes, and Mark S. Cookson - 3/98
- Breakthrough Performance: Creating the Innovative Enterprise - Diane Hanson and Jerry Bapst - 3/98
- Careful What You Ask For... - Carol M. Panza - 7&8/98
- The Dreaded Performance Audit: Did It Scare You Away? - Randolph I. James - 7&8/98
- Engineering Worthy Performance on Internet Time - Timm J. Esque - 7&8/98
- Improving the Precision of HPT Interventions - Ken Fackler - 4/98
- Job Aids in the Technology Age - Jim Elsenheimer - 10/98
- Models, Mayhem, and Mastery - Kathleen S. Whiteside - 2/98
- Of Cookies and Kings - Timm Esque - 2/98
- Performance-Based Selection—Practicing What We Preach - John Swinney - 7&8/98
- The Performance Consultant's Fieldbook - Judith Hale - Reviewed by David Chapman - 10/98
- Performance Improvement Pathfinders: Models for Organizational Learning Systems - Peter J. Dean, Ph.D. and David E. Ripley - Reviewed by Lori Gillespie - 3/98
- Physics and Human Performance Technology - Steven J. Austin - 4/98
- Quantifying the Gap: Realizing the Value of Exemplary Performance - Ann W. Parkman, Paul Staples, Ph.D., and Nancy J. Haines - 7&8/98
- A Review of Tom Gilbert's 20th Anniversary Tribute Edition—*Human Competence: Engineering Worthy Performance* - Bud Benscoter - 7&8/98
- The Six Boxes™: A Descendent of Gilbert's Behavior Engineering Model - Carl Binder - 7&8/98
- Taking Aim at Performance - Timm Esque - 10/98
- Vision: Accomplishment-Based Content for Public Education - Joe Harless - 7&8/98
- What's It All About, Alfie? - Marilyn Gilbert - 7&8/98

Project Management

- Essential Skills for Today's "Instant" Project Managers - Michael Greer - 2/98
- The Project Manager's Partner: A Step-by-Step Guide to Project Management - Michael Greer - Reviewed by Eileen Dormuth - 3/98

Reengineering

- Conscious Restructuring: Getting Results Through People - Esther Safir Powers - 1/98

Research Review

- Is Action Learning Useful for Performance Improvement Professionals? - Peter J. Dean - 1/98
- Motivating Performance: Part 1—Diagnosing and Solving Motivation Problems - Richard E. Clark - 10/98
- Needs Assessment—A Digest, Review, and Comparison of Needs Assessment Literature - Ryan Watkins, Ph.D., Douglas Leigh, William Platt, Ph.D., and Roger Kaufman, Ph.D. - 9/98
- Persistance: A Key Factor in Human Performance at Work - Daniel V. Blair and Donna J. Price - 1/98
- Teambuilding Intervention Strategy Deployment: A Case Study of Two Midwestern Manufacturing Industries - Paul E. Brauchle and David W. Wright - 3/98

Return on Investment

- Calculating the Return on Investment in Training: A Critical Analysis and a Case Study - Harold D. Stolovitch and Jean Gabriel Maurice - 10/98
- Costs-Consequences Analysis: A Primer - Mark Muir, Ryan Watkins, Roger Kaufman, and Doug Leigh - 4/98
- Getting to Parallel: Assessing the Return on Expectations of Training - Daniel McLinden and William M.K. Trochim - 10/98

Systems Thinking

- Making Connections: A Key to Performance Improvement - Dale M. Brethower, Ph.D. - 11&12/98

Teams/Teamwork

- Teambuilding Intervention Strategy Deployment: A Case Study of Two Midwestern Manufacturing Industries - Paul E. Brauchle and David W. Wright - 3/98

Testing

- The Certification Suite: A Classification System for Certification Tests-William Coscarelli, David G. Robins, Sharon Shrock, and Patti Herbst - 9/98
- Criterion-Referenced Test Development: Technical and Legal Guidelines for Corporate Training - Sharon A. Shrock and William C.C. Coscarelli - Reviewed by Daron Sandbergh - 10/98

Training

- Calculating the Return on Investment in Training: A Critical Analysis and a Case Study - Harold D. Stolovitch and Jean Gabriel Maurice - 10/98
- Differential Rates of Employer Sponsored Job Training by Demographic Characteristics Among Executives, Administrators, and Managers - Marilynn N. Butler - 11&12/98

Training Tools/Activities

- FlexGames: Flexible Game Formats for Improving Learning and Performance - Sylvie Vanasse and Harold D. Stolovitch - 2/98
- Training Information Tools Merge Form and Function - Raymond Robertson - 4/98

Training to Performance Improvement

- Integrating Communication to Improve Performance - Diane M. Gayeski, Ph.D. - 9/98
- Job Aids in the Technology Age - Jim Elsenheimer - 10/98
- Nine Strategies for Growing into Kirkpatrick's Model - Kathleen M. Wilburn and H. Ralph Wilburn - 10/98